

Warranti

WHERE WOULD YOU LIKE TO GO ? ▾

HELP HOME

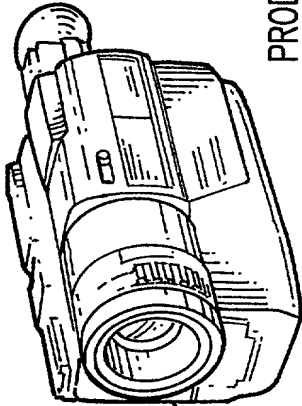
SALES

Products Detail

FEATURED PRODUCT BY SONY

VIEW SHOPPING CART

CHECK OUT



PRODUCT DESCRIPTION

ADD TO CART

CODE DCR-TR7000

DESCRIPTION DIGITAL CAMCORDER

PRICE UKP 593.97

CATEGORY ELECTRONICS

SUB-CATEGORY CONSUMER ELECTRONICS

PRODUCT WARRANTY 3 YR: 3 YR WARRANTY

LOCATION UNITED KINGDOM: UKP 133.65

TOTAL PRICE UNITED KINGDOM: UKP 133.65

THE WORLD: UKP 178.20

RETURN TO PREVIOUS PAGE

ADVANCED SEARCH

PRODUCTS

WARRANTIES

SHOPPING CART

HOME

FIG.1

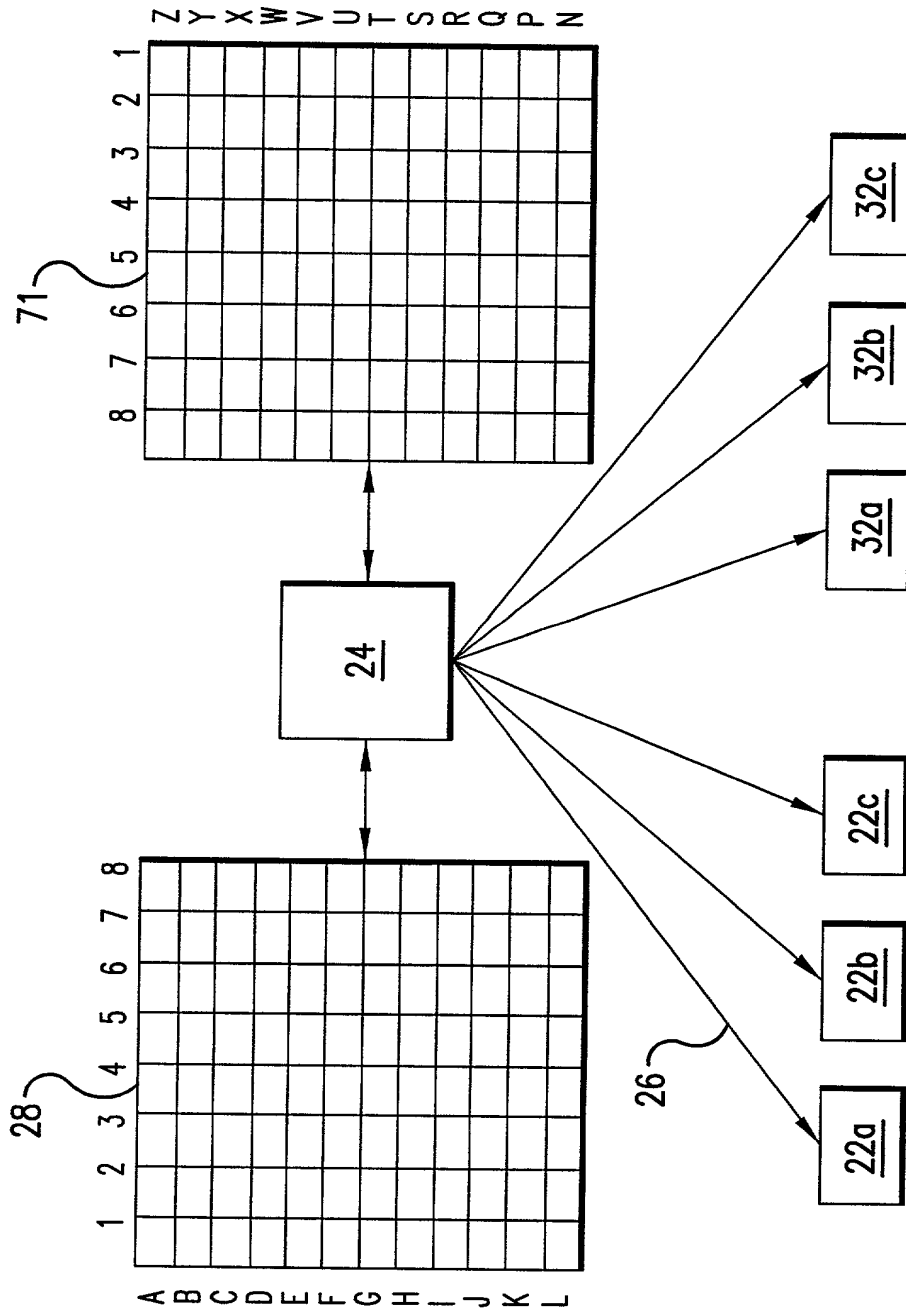



FIG. 2

3/20


Warranti

WELCOME ROBERT THOMSON
ADD NEW LOCATION
SORT/DELETE LOCATION

UPDATE PERSONAL INFORMATION
CHANGE USER

HOME

MANUFACTURER

PRODUCT

MODEL

HELP

ACCESSORIES

REPAIR

REFER

INSURE

TRADE

DISPOSE

SERIAL NUMBER

SONY	TV	21	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	21-1234
SONY	TV	27	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	27-1234
SONY	TV	27	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	27-2345
SONY	TV	32	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	32-1222
SONY	VCR	HIFI	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	VC-1111
SONY	TUNER	T101	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	T-12345
IBM	LAPTOP	770E	HELP	ACCESSORIES	STATUS	REFER	INSURE	TRADE	DISPOSE	T-12346
TOTAL										

CAR

MANUFACTURER

PRODUCT

MODEL

HELP

ACCESSORIES

REPAIR

REFER

INSURE

TRADE

DISPOSE

SERIAL NUMBER

SONY	RADIO/CD	RCD	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	R-1234
TOTAL										

HOLIDAY HOME

MANUFACTURER

PRODUCT

MODEL

HELP

ACCESSORIES

REPAIR

REFER

INSURE

TRADE

DISPOSE

SERIAL NUMBER

HITACHI	TV	60	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	H-1234
TOTAL										

NATALIE AT COLLEGE

MANUFACTURER

PRODUCT

MODEL

HELP

ACCESSORIES

REPAIR

REFER

INSURE

TRADE

DISPOSE

SERIAL NUMBER

IBM	LAPTOP	760	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	982-1234
TOTAL										

IAN AT SCHOOL

MANUFACTURER

PRODUCT

MODEL

HELP

ACCESSORIES

REPAIR

REFER

INSURE

TRADE

DISPOSE

SERIAL NUMBER

COMPAQ	LAPTOP	1643	HELP	ACCESSORIES	REPAIR	REFER	INSURE	TRADE	DISPOSE	CQ-1234
TOTAL										

FIG. 3A

4/20

[SITE](#) [MAP](#) [HELP](#) LOG OFF

75

70

SKY MILES
EARN UP TO
25,000 MILES
WHEN YOU JOIN E*TRADE* TODAY 90

UNITED
MILEAGE PLUS

16

40

18

DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS
APR/3/1997	APR/2/2000	NORMAL	BERMUDA	100	
APR/3/1998	APR/2/2001	NORMAL	BERMUDA	125	
APR/3/1999	APR/2/2002	NORMAL	BERMUDA	125	
APR/3/2000	APR/2/2003	NORMAL	BERMUDA	300	
APR/3/2001	APR/2/2004	SILVER	BERMUDA	50	BUY DVD AND GET \$1.00 OFF
APR/3/2002	APR/2/2005	GOLD	BERMUDA	250	
APR/3/2003	APR/2/2006	PLATINUM	WORLD	2200	
				3150	

74

30

DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS
APR/3/1997	APR/2/2000	NORMAL	BERMUDA	50	
				50	

DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS
APR/21/1991	APR/21/2000	NORMAL	USA	1500	BUY HOME THEATER AND GET \$150 OFF
				1500	

DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS
APR/3/1997	APR/2/2000	NORMAL	UK	500	
				500	

DATE PURCHASE	WARRANTY EXPIRES	SERVICE LEVEL	COVERAGE	CURRENT VALUE	OFFERS
AUG/21/1999	AUG/20/2000	NORMAL	UK	1200	
				1200	

FIG. 3B

T06269 T3280650

COMPANY	<input type="text"/>
FIRST NAME	<input type="text"/>
LAST NAME	<input type="text"/>
ADDRESS	<input type="text"/>
CITY	<input type="text"/>
<input type="button" value="UPDATE"/>	
<input type="button" value="RESET"/>	

FIG.4

Warrant

WHERE WOULD YOU LIKE TO GO ?

HELP HOME

CUSTOMERS
Repair Status

PROBLEM DETAILS

REPORTED 2/21/00
STATUS A
PROBLEM TYPE HARDWARE
COMPANY XL CAPITAL LTD
NAME PAUL BENEVIDES
PRODUCT DCR-TR7000
DESCRIPTION DIGITAL CAMCORDER
MANUFACTURER SONY CORPORATION OF AMERICA
PROBLEM THIS COULD BE FURTHER DETAIL

ACTIVITY LOG

ACTIVITY DATE	TEXT
2/21/00	PROBLEM ENTERED
2/21/00 12:12:00 PM	OFF-SITE REPAIR SERVICE ORDER GENERATED FOR MR FIXIT
2/21/00 12:17:00 PM	SHIPPING REQUEST GENERATED (LEG 1) FOR UPS EXPRESS
2/21/00 12:19:00 PM	PRODUCT COLLECTED 02/20/2000
2/21/00 12:20:00 PM	PRODUCT DELIVERED 02/21/2000 TO FRED

FIG.5

COMPANY

NAME

DATE

PRODUCT

MANUFACTURER FAULT TYPE

PROBLEM

SUBMIT

RESET

58

60

The diagram shows a rectangular frame containing a form. The form has six labeled input areas arranged vertically: 'COMPANY', 'NAME', 'DATE', 'PRODUCT', 'MANUFACTURER FAULT TYPE', and 'PROBLEM'. The 'MANUFACTURER FAULT TYPE' field is a horizontal rectangle with a small square containing a downward-pointing triangle on its right side; a curved line connects the number '58' to this field. The 'PROBLEM' field is a larger horizontal rectangle; a curved line connects the number '60' to its top-right corner. At the bottom of the frame are two rectangular buttons labeled 'SUBMIT' and 'RESET'.

FIG.6

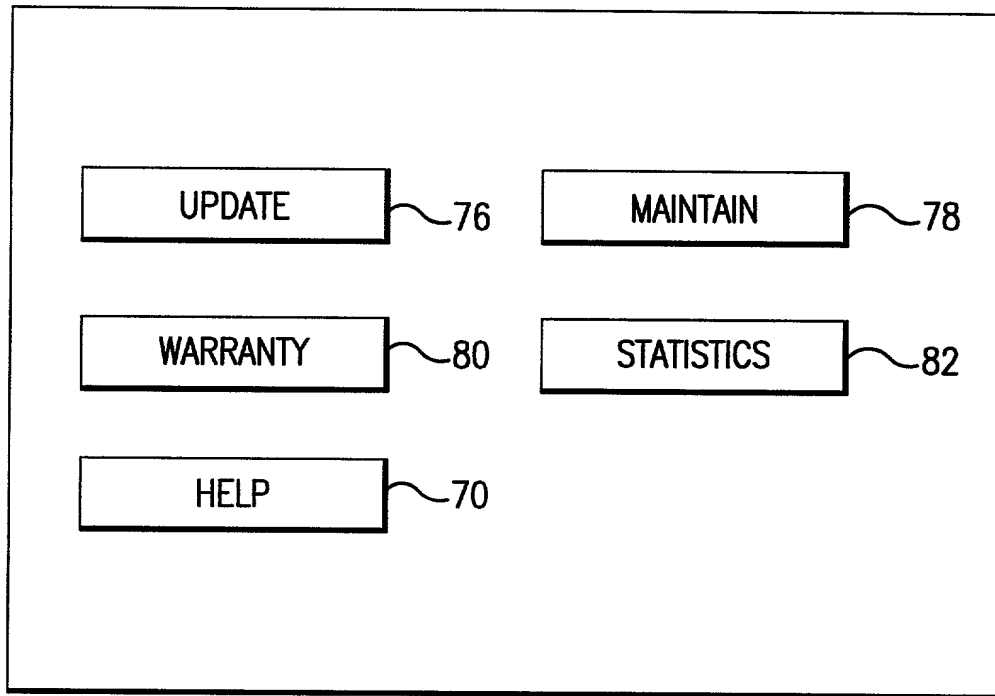


FIG.7

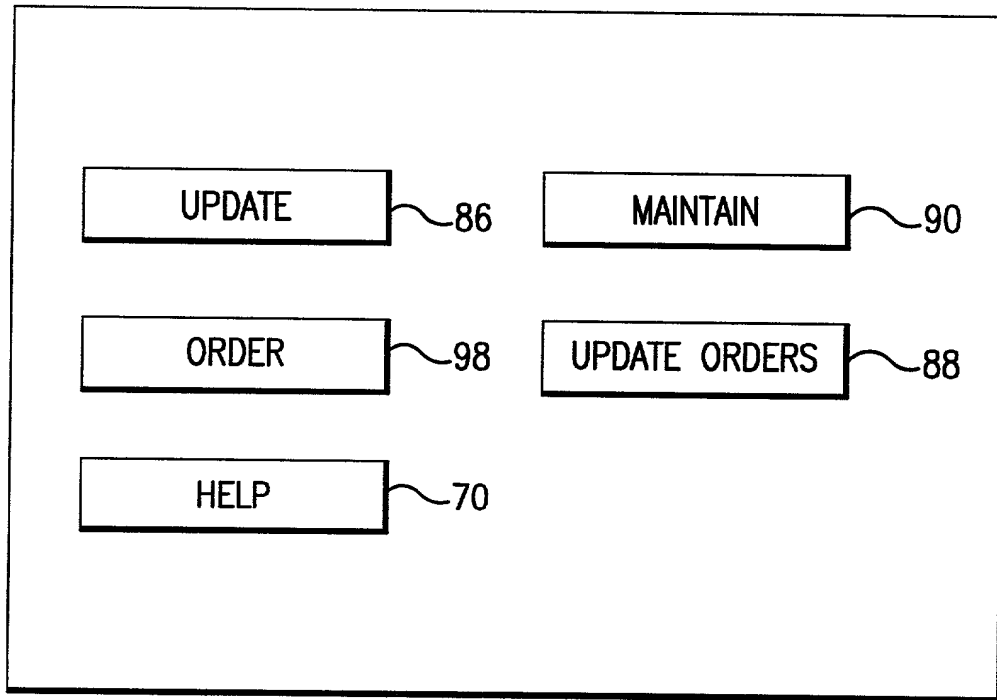


FIG.8

32		38		92		94	
MFG	CODE	DESC.	FAULT	COST			
XXXX	A-100	VCR	NO PICTURE	100			
XXXX	A-100	VCR	OWY PICTU	80			
XXXX	A-100	VCR	NO SOUND	75			
XXXX	A-100	VCR	OTHER	50	96		
XXXX	A-100	VCR	NO ALARM	30			

FIG.9

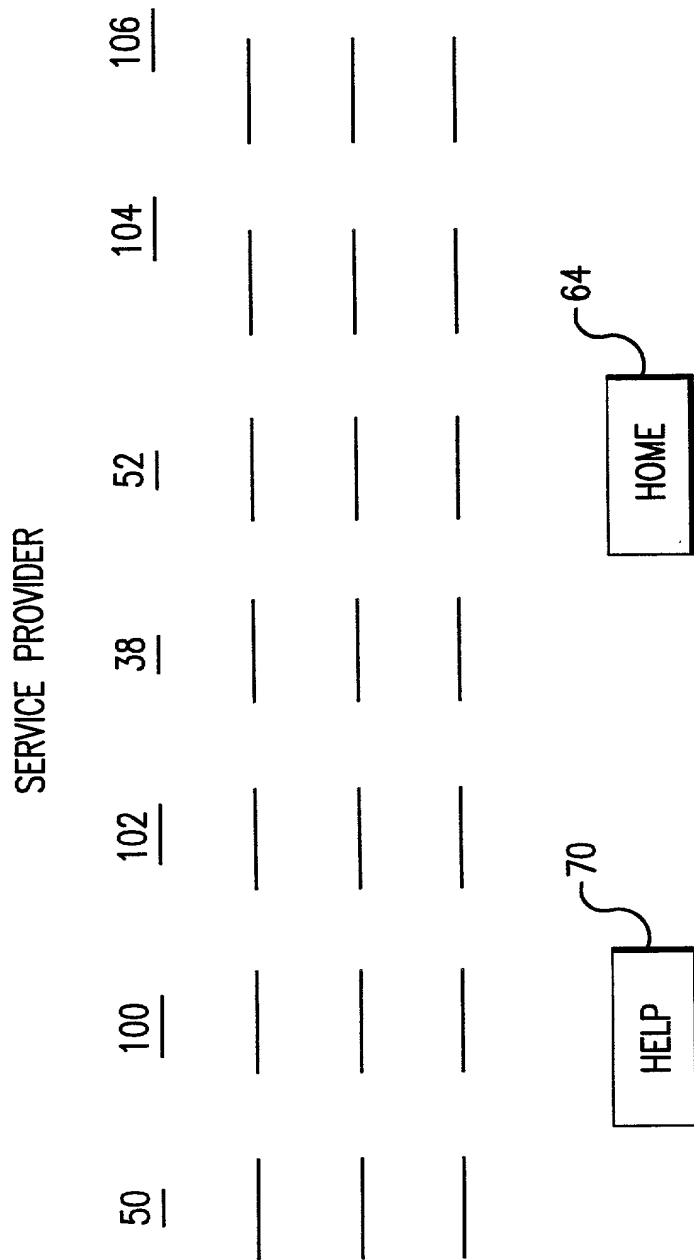


FIG.10

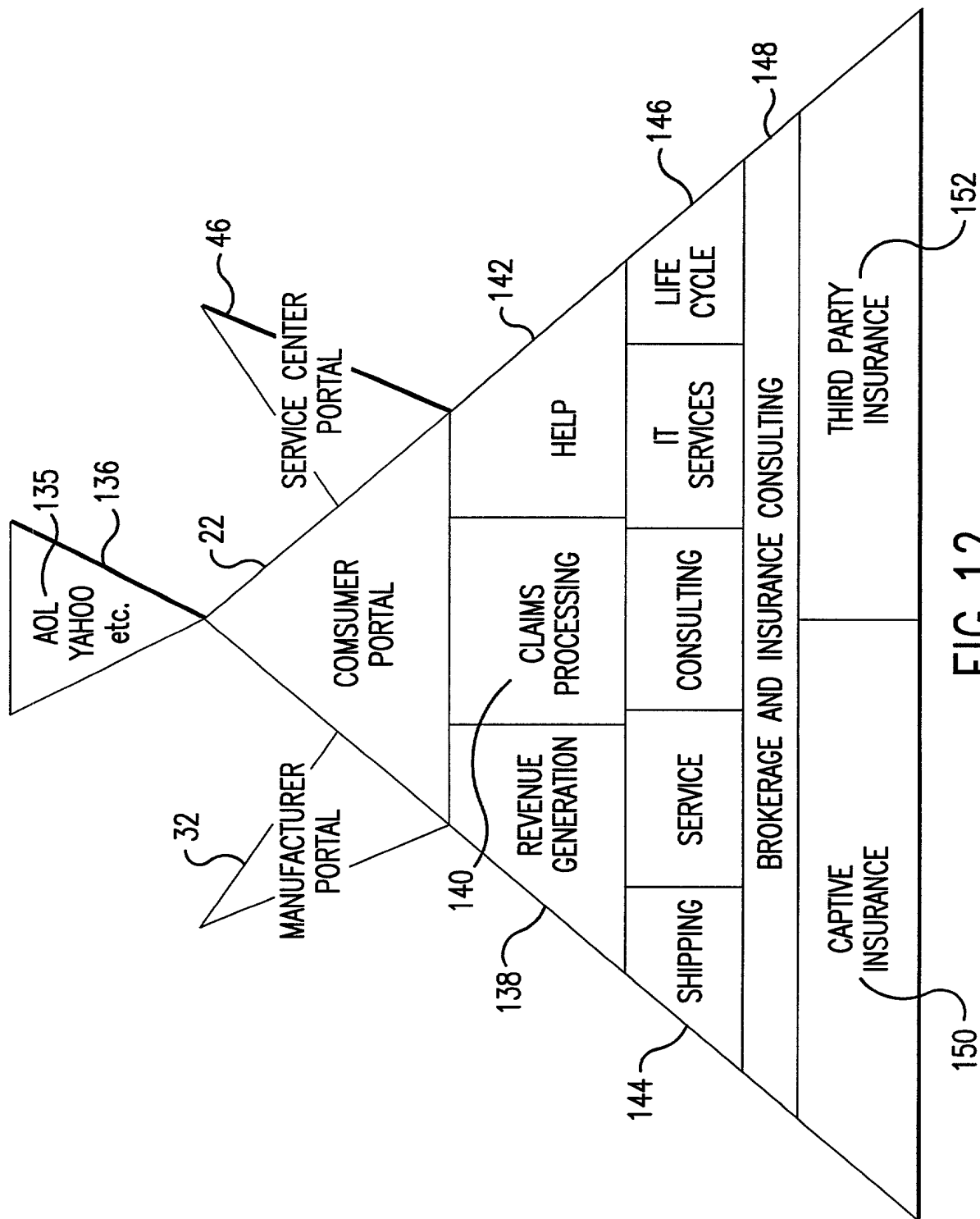


FIG. 12

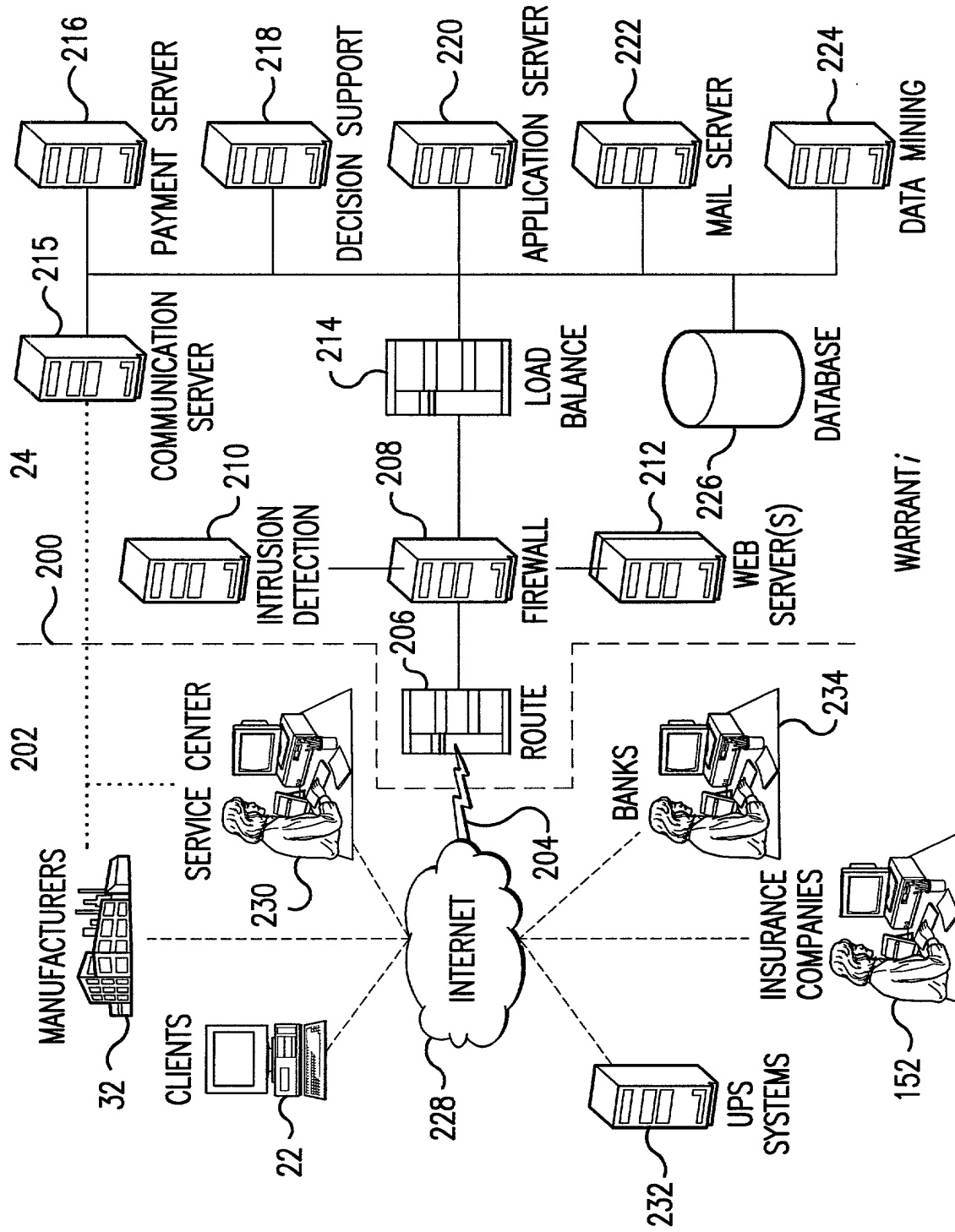


FIG. 13

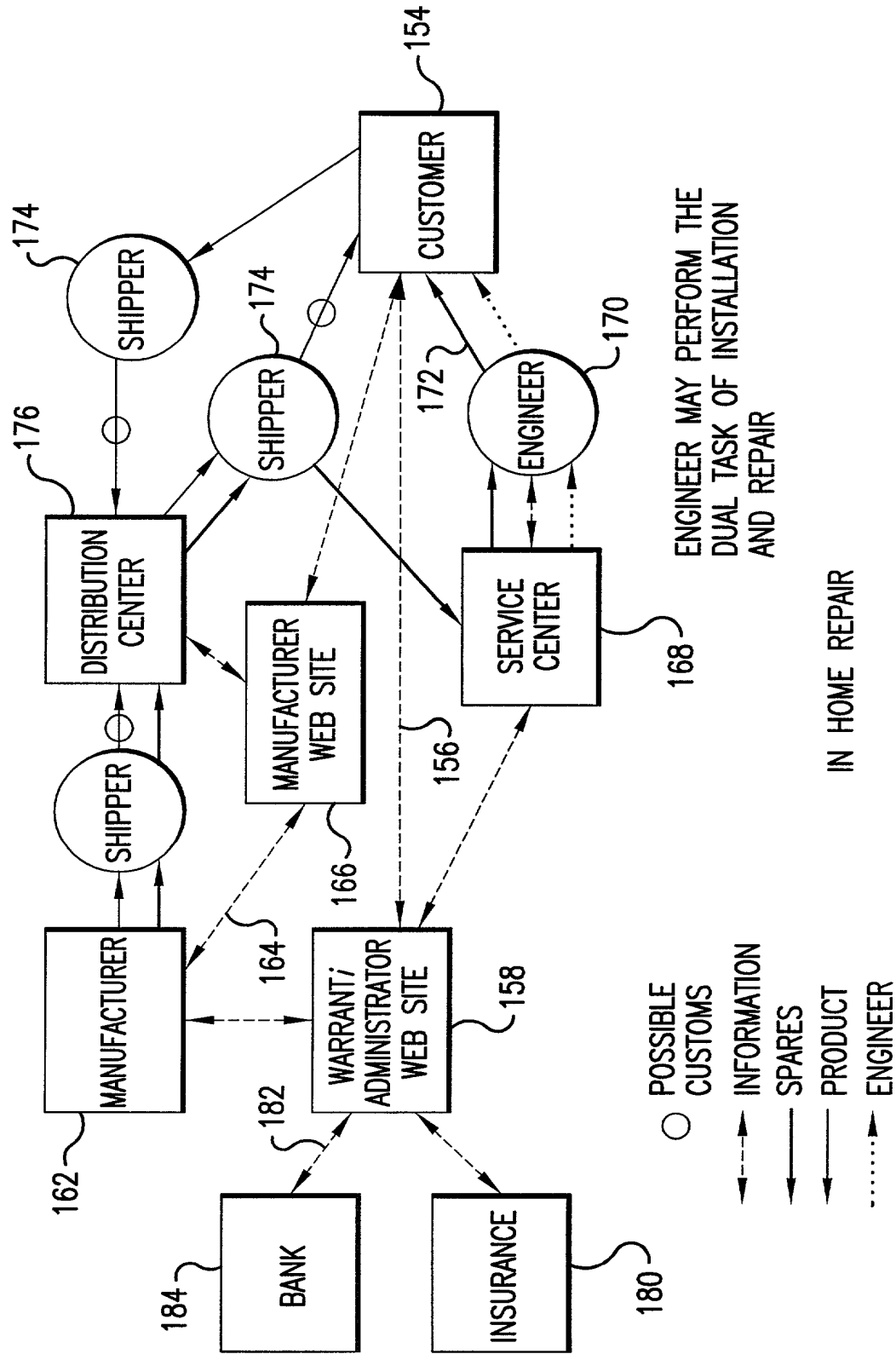


FIG. 14

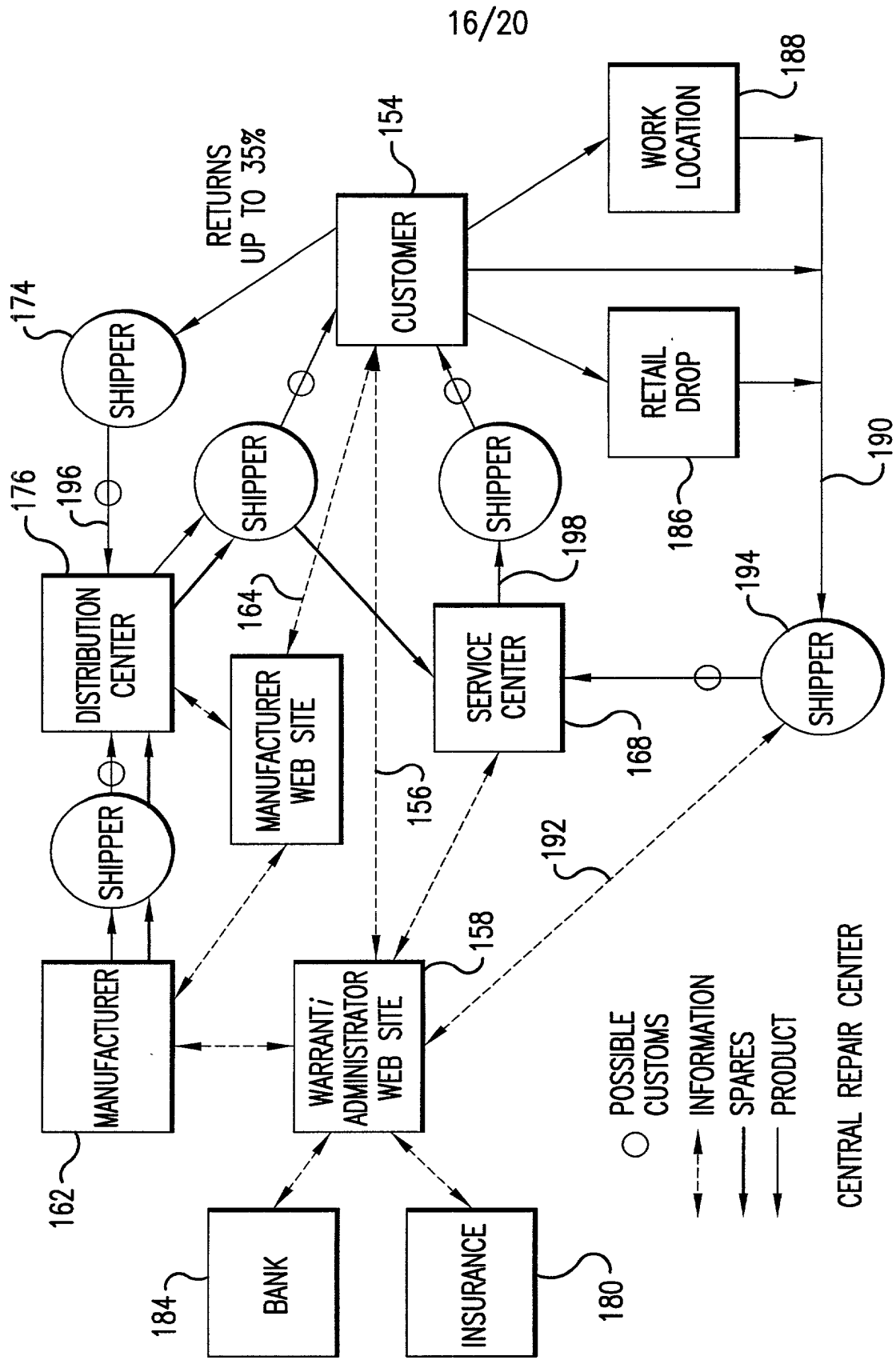


FIG. 15

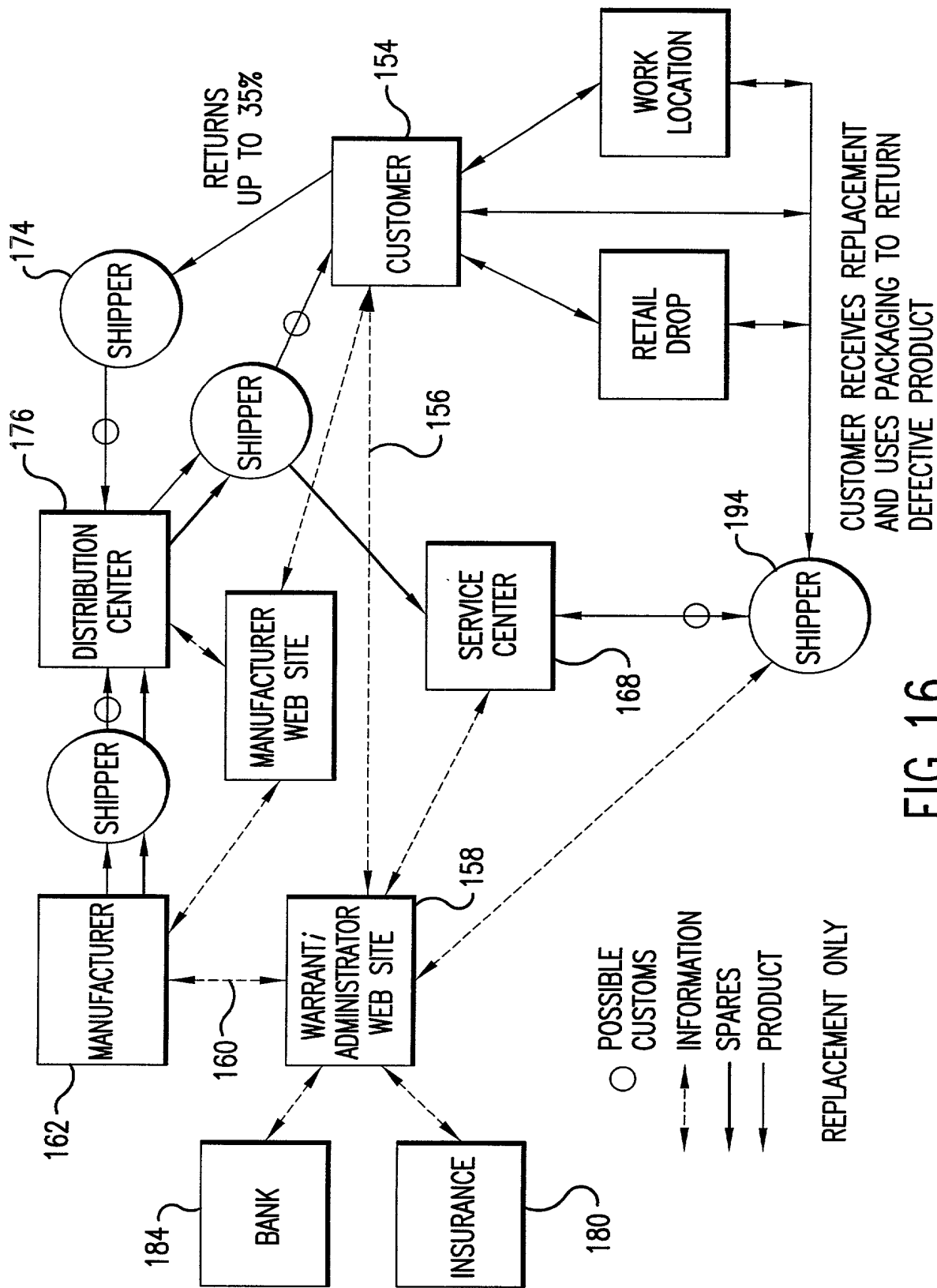


FIG. 16

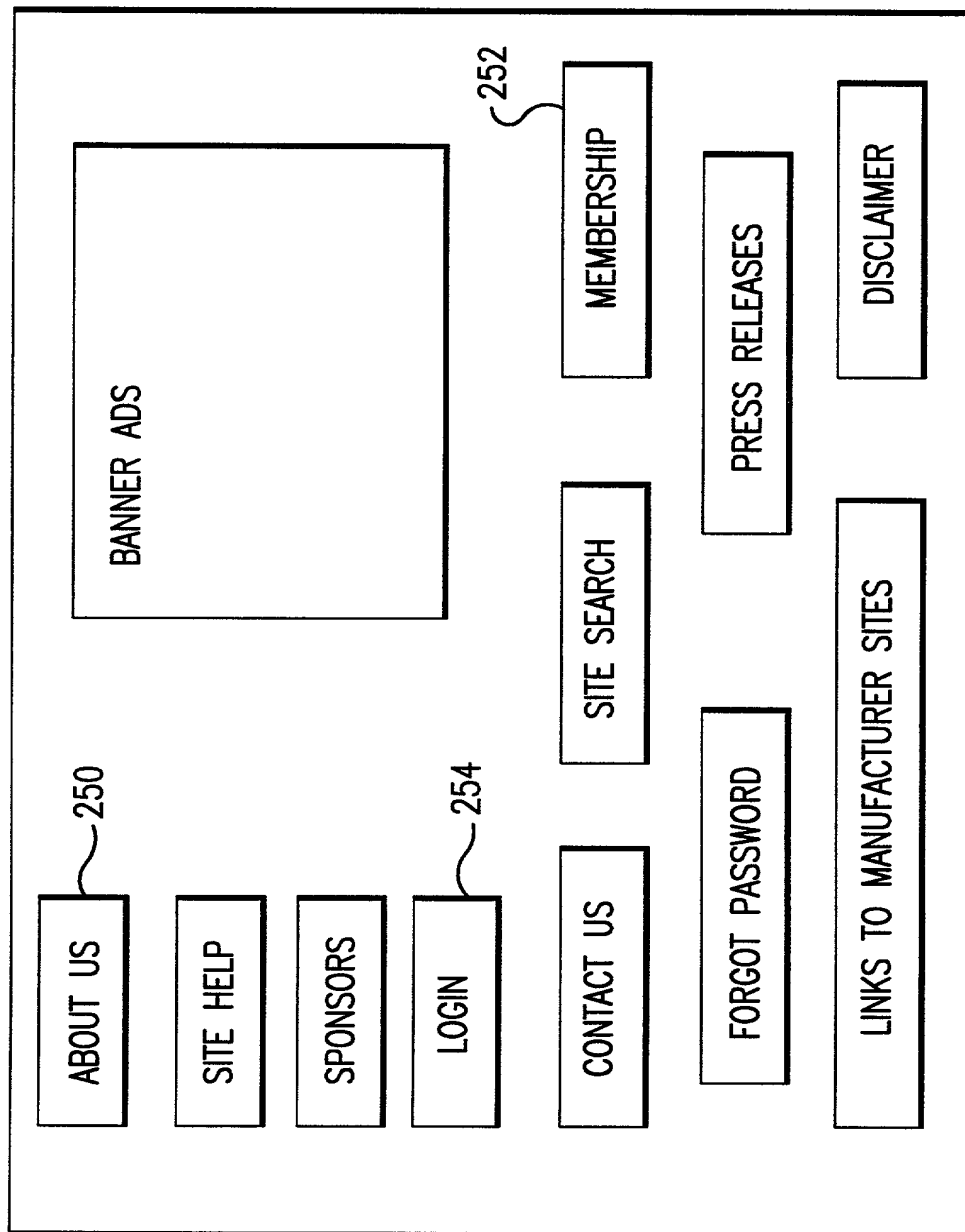
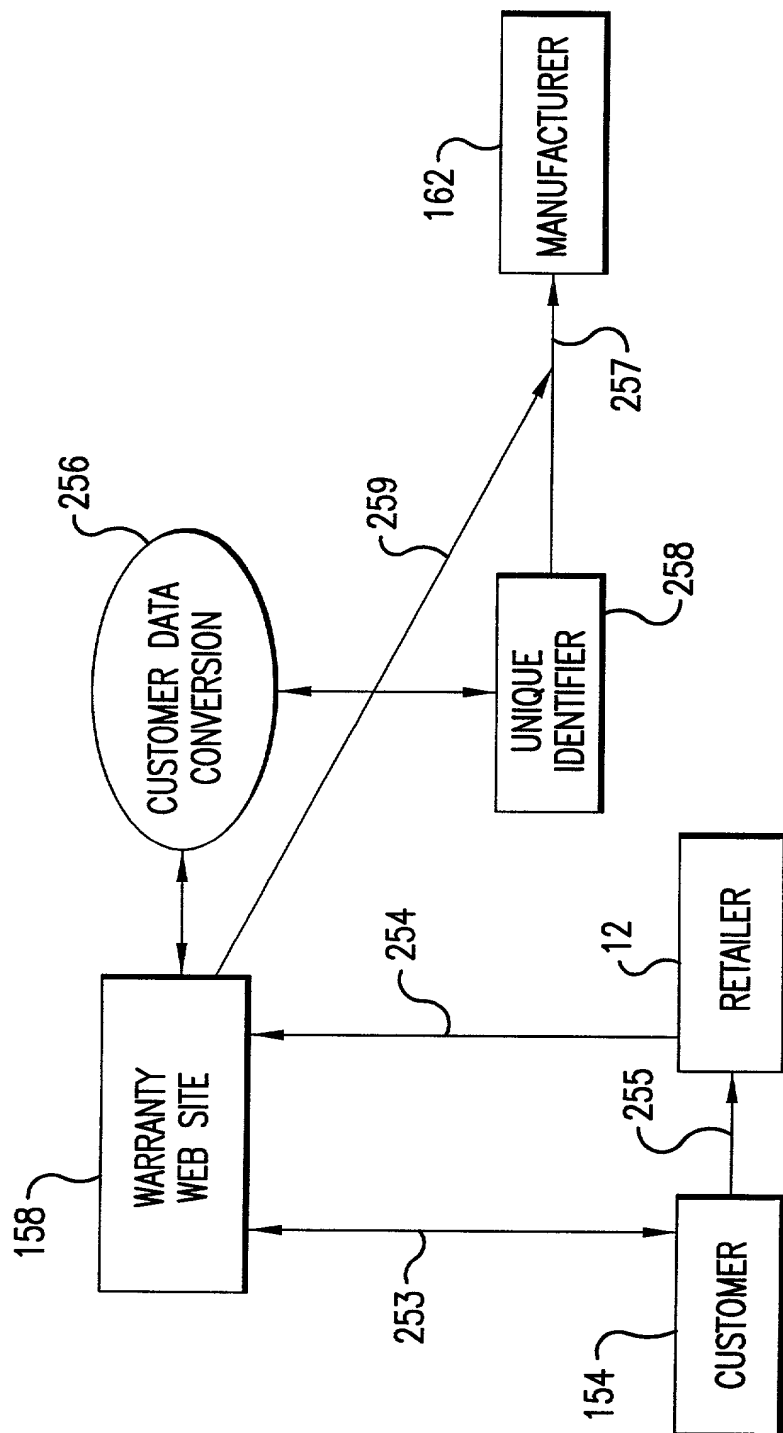


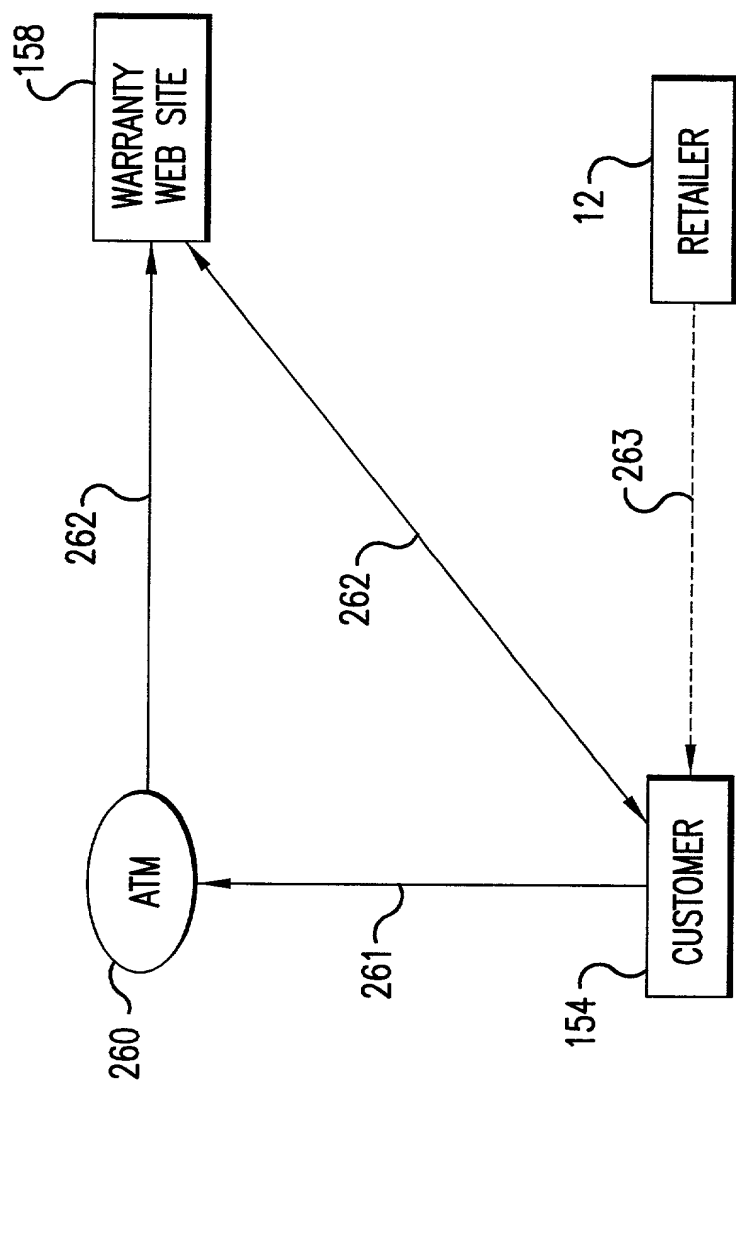
FIG. 17



→ INFORMATION

FIG. 18

POINT OF SALE REGISTRATION



CASH CARD REGISTRATION